



**MILITARY OFFICERS ASSOCIATION OF
AMERICA**
Ark-La-Tex Chapter
P.O. Box 134
Barksdale AFB, La. 71110



S.O.P. No. 03-1
Effective: 1 February 2003

CHAPTER SOCIAL RESERVATIONS POLICIES AND PROCEDURES

A. **PURPOSE:** To establish policy, procedures, and responsibilities for the Chapter social reservations program to include reservations, method of payment, seating arrangements, and name tags.

B. **POLICY:** The Chapter Reservations Chairman (normally Chapter 2nd Vice President) will be responsible for the administration and completion of the reservations function for chapter socials.

C. **PROCEDURES:**

1. **SOCIAL PROGRAM AND DATE:** The Chapter 1st Vice President will establish the dates for chapter socials and coordinate with the Officers Club for use of the ballroom and the meal to be served. The 1st Vice President will also be responsible for the entertainment or program for the social. All program dates will be coordinated with the Officers Club at least 11-12 months in advance.
2. **PUBLICITY:** The Chapter Newsletter Editor will publicize the social two months prior to the date of the social and again one month prior to the social. The newsletter will contain a Reservations Form providing information concerning the social and this form that can be mailed to the Reservations Chairman to make reservations to attend the social.
3. **RESERVATION FORM:** This form indicates total reservations, amount paid and method of payment (check or Card number) as well as names of person making reservation and spouse or guests names. (See attach. no.1)
4. **RESERVATIONS ACCOUNTABILITY:** Reservations will be recorded on a Reservations Accountability form that will indicate the following as a minimum.

NAME MEALS COST CHECK CLUB CARD# WIFE/GUEST SIT WITH

See attachment #2 for suggested format.

5. SEATING ARRANGEMENTS: Individuals making reservations may indicate on the Reservation Form who they would like to sit with. Normally eight people are seated at a table although ten may be seated at a table if requested or in the event of a large number of reservations. A computerized method of seating may be used (See attachment #3 for suggested format). A lottery type drawing may be used to determine where table groups will be located in the Ballroom. Table name cards may be used to indicate where individuals are seated at a particular table. This should be completed prior to the start of the social. (Attach #4)
6. NAMETAGS: A name tag will be prepared for each individual (including spouses and guests) attending the social. The name tag will contain the number of the individual's assigned table. EXAMPLE: John Doe's assigned table is table no. 9, then a 9 will be indicated on John Doe's name tag.
 - a. Approximately 30 minutes prior to the beginning of the social, a table at the main entrance into the Officers Club will be available to display the name tags of the individuals attending the social. The name tags should be alphabetized for easy identification. (Attach #5)
7. RESERVATIONS COORDINATION: The Reservations Chairman will notify the 1st Vice President and the Officers Club Caterer of the number of tables needed for the social and the total reservations received at least three days prior to the social (usually on Thursday prior to a Saturday Social). This is necessary for meal planning and for table decorations).
8. RESERVATIONS CANCELLATIONS: Cancellation deadlines are indicated on the Reservations Form usually by 6:30 two (2) days prior to the event. Individuals will be charged for their reservations (meals) if cancellation is made after the deadline unless there is extenuating circumstances. Final meal confirmation should be made with the Officers Club one day prior to the event.
9. FINANCIAL ACCOUNTABILITY: The Reservations Chairman will provide an accounting of the meals and the method of payment to the Chapter Treasurer within seven days after the completion of the social. This accountability should indicate the total number of meals reserved and the total cost. The payment for the meals should then be broken down by method of payment either checks or clubs card and the total payment for each method.

D. TIME TABLE FOR SOCIAL RESERVATIONS ACTIONS:

<u>DATE/TIME FRAME</u>	<u>ACTION/EVENT</u>
Two months prior to Event	<ol style="list-style-type: none">1. Announcement and reservation form in newsletter2. Reservations received and recorded
One month prior to Event	<ol style="list-style-type: none">1. Announcement and reservation form in newsletter2. Reservations received and recorded
Three days prior to Event	<ol style="list-style-type: none">1. 1st Vice President and Officers Club notified of the number of reservations and tables required.2. Seating arrangement and tables assigned.3. Nametag made with table number on back of nametag. Table seating cards made for each table.4. Table number cards made for tables (Special events only).
Day of the Event	<ol style="list-style-type: none">1. Nametags arranged alphabetically on table at the main entrance to the Officers Club.2. Table seating name cards placed on individual tables along with table number card.3. Nametags distributed to guests as they arrive and information on table location provided.
Within seven days after Event	<ol style="list-style-type: none">1. Final tabulation of financial accountability to include number of meals served and method of payment for meals indicated on separate tally sheets. One sheet for payment by check and a second sheet for payment by Club Card number. A Master Tally Sheet that includes all payment information should be included. (See Attach. #7)2. Completed Financial Accountability Tally Sheets be given to the Club Treasurer along with a brief explanation of any usual transactions.

INDEX OF ATTACHMENTS

ATTACHMENT NO.	SUBJECT
1.	Social Reservations Form
2.	Computer Reservations Accountability Form
3.	Computer Seating Arrangements Form
4.	Table Name Card Seating card
5.	Name Tag
6.	Social Reservations Report
7.	Computer Financial Accountability Form (Checks)

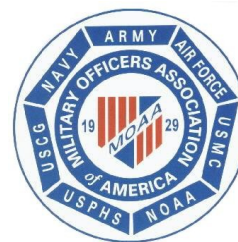
ATTACHMENT 1 – Sample Reservation Form

Reservations for (Event), on (Day, Date) at (Place) Cocktail & Happy Hour: (Time) Dinner: (Time)
Menu: _____
Cost: _____
Mail To: _____
Registration Deadline: _____
Total Reservations _____
Amount Remitted: _____ Check # _____ (Payable to MOAA)
Credit Card # _____ - _____ - _____ - _____ Exp Date (____/____)
Name: _____ Spouse/Guest _____
Guests: _____
Arrange Seating With: _____
Special Requirements _____
Cancellation deadline: (State date and who to call)



MILITARY OFFICERS ASSOCIATION OF AMERICA

Ark-La-Tex Chapter
P.O. Box 134
Barksdale AFB, La. 71110



Date Date of Report

SUBJECT: Social Reservation Report

TO: Club Treasurer

1. The following is a report of attendants and payments for the Chapter's last Social held at the Officers Club on Saturday, 3 November 2003.

- a. Number of reservations 75 (coordinate this number with the club catering office)
- b. Number in attendance 75 (number of meals served)
- c. Method of payment:
 - (1) Amount paid by check or cash \$253
 - (2) Number paying surcharge 2
 - (3) Amount paid by credit card \$689 (provide list to club)
 - (4) Number of guest meals served 6

2. SUMMARY: Seventy (70) paid dinners for a total of \$942

2. If you have questions, please call me at _____.

Ima Good Planner. Chairman
Social Reservations Committee

